

# How to Write Great E-mails and Get Results

Put an end to wasted time and frustration!



## MASTER THE SECRETS TO WRITING EFFECTIVE E-MAILS

**Avoid embarrassing e-mail mistakes, save time,  
and get the responses you need.**

### Meet your instructor, Kathy Bote'

Kathy has made a career of empowering people to become their own heroes. As an international speaker, she provides practical information with activities and a hefty dose of humor. She has over 20 years experience training people from diverse industries, and has been an editor for the National Crisis Prevention Institute and is the author of "Business Grammar and Usage for Professionals" and "Work Less, Get



More Done, and Have More Fun."

Boeing, B.Braun Pharmaceuticals, McCain Foods, the FBI, Homeland Security, King County, and many more count on Kathy to meet their training and professional speaking needs. Register now!

**November 10, 2010**

**Tukwila, WA**

**9 AM—Noon**

**Labor and Industries**

**12806 Gateway Blvd,  
Tukwila WA**

### Are you living in e-mail hell?

Does e-mail eat up too much of your time?  
Do you struggle with what to say and how  
to say it? Want answers?

Learn to master your e-mail before it  
masters you. Eliminate frustration and  
confusion. Learn amazing tricks to writing  
e-mails better and faster. Master the  
important do's and don'ts of e-mail  
etiquette. Write clear, concise messages  
that grab your reader's attention  
and get results!

**Investment: Only \$87 Register Today!**



### To Register:

#### Online:

[http://www.icsew.wa.gov/events/  
calendar/training.asp](http://www.icsew.wa.gov/events/calendar/training.asp)

Or contact Genevieve O'Sullivan  
(360) 725-9704 [icsew@sao.wa.gov](mailto:icsew@sao.wa.gov)

Or Contact Kathy Bote' at  
[KathyBote@CourageSpeaks.com](mailto:KathyBote@CourageSpeaks.com) or  
(425) 432-9345 Call to bring this program to  
your organization today!